

In the Claims:

Claims 1-23 (Canceled)

24. (Currently Amended) A method for facilitating a transfer of a communication between a first device of an agent and a second device of a customer, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving a request from the first device of said agent to transfer said second device of said customer to a second communication session wherein the second communication session involves textual communication;

causing a warm transfer page to be created for said second communication session;

causing said warm transfer page to be sent to said second device; and

causing a requested connection of said second device to said warm transfer page to be accepted wherein: prior to said step of causing a warm transfer page to be created, said method further comprises the steps of: causing a determination as to whether said

request is authorized; when said request is authorized, causing a list of allowed communication sessions to be determined; causing said list of allowed communication sessions and an authorization code to be provided to said first device, receiving a selection of an allowed communication session for said second communication session, and causing an identification code for said second communications session to be sent to said second device; and causing a log-in of said second device at said warm transfer page using said identification code.

25. (Original) The method of claim 24 wherein said step of causing said warm transfer page to be created comprises causing said warm transfer page to include an embedded refresh.

26. (Original) The method of claim 24 wherein said step of causing said warm transfer page to be created comprises causing said warm transfer page to include a destination address.

27. (Canceled)

28. (Original) The method of claim 24 and, prior to said step of

causing said requested connection to be accepted, further comprising the step of causing an application file to be sent to said second device for causing said second device to request said connection.

29. (Canceled)

30. (Currently Amended) A method of transferring a communication between a first device of a agent and a second device of a customer, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving a request from the first device of the agent to transfer said second device to a second communication session wherein the second communication session involves textual communication;

causing a second communication session to be created; and

causing a connection of said second device to said second communication session to be accepted wherein: prior to said step of causing a second communication session to be created, said method further comprises the steps of: causing a determination as

to whether said request is authorized; when said request is authorized, causing a list of allowed communication sessions to be determined; causing said list of allowed communication sessions and an authorization code to be provided to said first device, receiving a selection of an allowed communication session for said second communication session, and causing first communication session information to be accepted; and after said step of causing a second communication session to be created, said method further comprises the steps of: causing a transfer page for said second communication session to be created, causing said transfer page to be sent to said second device, and wherein said step of causing a connection of said second device to said second communication session to be accepted comprises causing a connection of said second device to said transfer page to be accepted.

31. (Canceled)

32. (Canceled)

33. (Canceled)

34. (Currently Amended) A method of operating a destination device to facilitate a communication between a first device of an agent and a second device of a customer using an intermediate device, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving first communication session information from said intermediate device;

causing a second communication session to be created wherein the second communication session involves textual communication;

causing said second device to be connected to said destination device via said second communication session;

causing said first communication session information to be associated with said second communication session;

causing said second communication session to be terminated without disconnecting said second device of said customer from said destination device;

when a third device of a second agent becomes available for connection to said second device, causing a third communication session to be created wherein the third communication session involves textual communication; and

causing said second device and said third device to be connected via said third communication session wherein: prior to said step of causing a second communication session to be created, said method further comprises the steps of: causing a determination as to whether a transfer request is authorized; when said request is authorized, causing a list of allowed communication sessions to be determined; causing said list of allowed communication sessions and an authorization code to be provided to said first device, receiving a selection of an allowed communication session for said second communication session, and causing a destination address and an identification code of said third device for said second communications session to be sent to said second device; and causing a log-in of said second device at said destination address using said identification code of said third device.

35. (Canceled)

36. (Original) The method of claim 34 wherein said step of causing said second device and said third device to be connected via said third communication session comprises causing an instruction to be

created which causes said second device to request to be connected to said third communication session, connecting said third device to said third communication session, and connecting said second device to said second communication session.

37. (Canceled)

38. (Canceled)

39. (Currently Amended) A method of facilitating a transfer of a communication between a first device of an agent and said second device of a customer, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

causing a list of allowed destinations to be provided to said first device of said agent;

receiving a selection of a destination from said first device;

causing a request for transfer of said first device and first communication session information to be sent to said destination;

causing a list of allowed communication sessions of said

destination to be provided to said first device;

receiving a selected communication session from said list of
allowed communications sessions from said first device;

causing first session communication information to be
provided to said destination;

causing a second communication session to be created at said
destination wherein the second communication session involves
textual communication; and

~~causing said second device of said customer to be connected
to said second communication session via said destination~~causing a
destination address and an identification code for said second
communications session to be sent to said second device; and
causing a log-in of said second device at said destination address
using said identification code.

40. (Currently Amended) A method of facilitating a transfer of a
communication between a first device of an agent and said second
device of a customer, said method comprising the steps of:

establishing a first textual communication session between
the first device and the second device;

receiving a request to transfer said second device of the

customer to a second communication session wherein the second communication session involves textual communication;

causing said second communication session to be established
and

said second device to be connected to said second communication session wherein: prior to said step of causing a second communication session to be created, said method further comprises the steps of: causing a determination as to whether said request is authorized; when said request is authorized, causing a list of allowed communication sessions to be determined; causing said list of allowed communication sessions and an authorization code to be provided to said first device, receiving a selection of an allowed communication session for said second communication session, and causing a destination address and an identification code for said second communications session to be sent to said second device; and causing a log-in of said second device at said destination address using said identification code.

41. (Original) The method of claim 40 wherein said step of causing said second device to be connected to said second communication session comprises: causing a destination address for said second

communication session to be determined; and causing said second device to be directed to said destination address.

42. (Original) The method of claim 40 wherein said step of causing said second device to be connected to said second communication session comprises the steps of: causing a destination address for said second communication session to be determined; and causing an Internet browser program of said second device to be updated with said destination address.

43. (Canceled).